San Diego Webinar

The *e*lectronic Income Withholding Order project *e*-IWO

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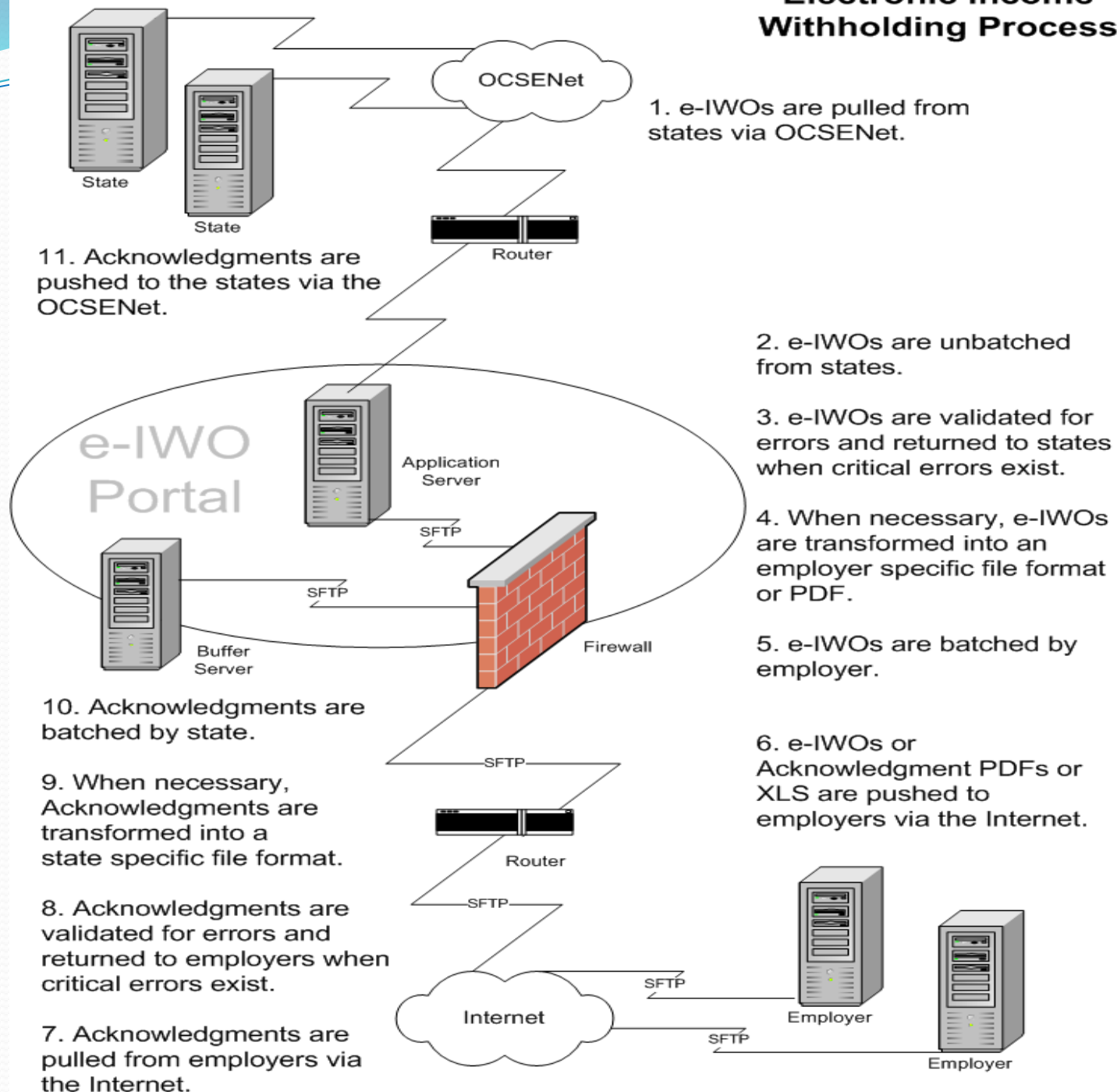
May 15th, 2013

What is e-IWO?

- States electronically send IWOs
- Employers electronically acknowledge IWO
- The Portal - One "point of contact"
- Federal Employer Identification Number (FEIN) is key
- Handles terminations, lump sum payments
- Implementation Options
  - System to system
  - Fillable PDF and Spreadsheet
- NO COST to employers

Get Rid of the Crates!

Electronic Income Withholding Process

OCSENet

State

State

Router

1. e-IWOs are pulled from states via OCSENet.

11. Acknowledgments are pushed to the states via the OCSENet.

2. e-IWOs are unbatched from states.

3. e-IWOs are validated for errors and returned to states when critical errors exist.

4. When necessary, e-IWOs are transformed into an employer specific file format or PDF.

5. e-IWOs are batched by employer.

e-IWO Portal

Application Server

SFTP

Buffer Server

SFTP

Firewall

10. Acknowledgments are batched by state.

9. When necessary, Acknowledgments are transformed into a state specific file format.

8. Acknowledgments are validated for errors and returned to employers when critical errors exist.

7. Acknowledgments are pulled from employers via the Internet.

SFTP

SFTP

Router

6. e-IWOs or Acknowledgment PDFs or XLS are pushed to employers via the Internet.

Internet

SFTP

SFTP

Employer

Employer

Portal Registration

- Everyone must register
- Complete a Profile form
- Registration includes Agreement

System to System Implementation

- Flat File or XML Schema offered
- Mapping
- IWOs received in file/batches
- Employer generates Acknowledgement
- Error files returned
- Manual processing minimized
- 3-5 Month IT project

*e*Z-IWO No Programming Options

- Option 1
  - PDF Income Withholding <u>Order</u> and
  - PDF Acknowledgment
    - <u>P</u>retty <u>D</u>arn <u>F</u>ast
- Option 2
  - PDF Income Withholding Order and
  - XLS Acknowledgment
    - <u>X</u>treme <u>L</u>ightning <u>S</u>peed

The PDF Acknowledgment Option

- In production
- Sample – next slide
- Reduces the IT resources required
- Accept or reject the IWO
- Acknowledgment information provided to States
- Handles termination and lump sums

INCOME WITHHOLDING ACKNOWLEDGEMENT

☒ ORIGINAL INCOME WITHHOLDING ORDER   ☐ ONE-TIME LUMP SUM PAYMENT INCOME WITHHOLDING ORDER

☐ AMENDED INCOME WITHHOLDING ORDER   ☐ TERMINATION OF INCOME WITHHOLDING ORDER

000167528	IN	LANTZYU00		20110320130056	
Case Identifier	State Code	Order Identifier		Document Tracking Number	
LANTZ		MICHAEL		R	
Employee Last Name		Employee First Name		Employee Middle Name	Suffix
061006700			569800781		
Employee Social Security Number			Employer / Income Withholder's Federal EIN		

INCOME WITHHOLDING DISPOSITION STATUS:

Validate & Save

☐ Accepted Income Withholding Order

☒ Rejected Income Withholding Order

Please select a Reason for the IWO Disposition Status: N - NCP no longer at the employer   ▼

Corrected FEIN: [   ]   Other State IWO Code: [   ]

NOTIFICATION OF TERMINATION OF EMPLOYMENT: You must promptly notify the Child Support Enforcement Agency if this person has never worked for this employer or this person no longer works for this employer.

Please provide the following information for the terminated employee:

Termination Date   Last Known Phone Number

Check Accept or Reject. Hit Validate & Save. You're Done!

Last Known Home Address Line 1

Last Known Home Address Line 2

Last Known Home City   State   Zip Code   Zip Code Ext

Date final payment was made to the State Disbursement Unit or Tribal CSE agency: $

                                                                                      Final Payment Amount

New Employer Name

New Employer Address Line 1

New Employer Address Line 2

New Employer City   State   Zip Code   Zip Code Ext

The XLS Acknowledgment Option

- In Production
- [Sample](#)
- Reduces the IT resources required
- Accept or reject IWO
- Acknowledgment information provided to states
- Handles termination and lump sums

XLS Acknowledgement Sample

States Using e-IWO

- **Arizona**
- **Arkansas**
- **California**
- **Colorado**
- **District of Columbia**
- **Florida**
- **Idaho**
- **Illinois**
- **Indiana**
- **Massachusetts**
- **Michigan**
- **Missouri**
- **Nebraska**
- **New Jersey**

- **New York**
- **North Carolina**
- **North Dakota**
- **Ohio**
- **Oklahoma**
- **Oregon**
- **Pennsylvania**
- **South Dakota**
- **Tennessee**
- **Texas**
- **Virginia**
- **Washington**
- **West Virginia**

Some of the 440+Employers on e-IWO – Comprising 4,300+ FEINs

- Adecco
- ADP
- Coca Cola Refreshments
- Costco
- DOD
- Dollar General
- Dollar Tree
- Express Professionals
- Ford
- Jack in the Box
- KBR
- Kelly Services
- Meijer

- Pepsi
- Peoplelink
- Quest Diagnostics
- Ruby Tuesday
- Sonic Automotive
- Staffmark
- Target
- Tyson Foods
- UPS
- Time Warner Cable
- UPS
- USPS
- Verizon
- Wal Mart
- Yum! Brands

Daily Process e-Mail Notifications

PROCESSING SUMMARY

Total # of records received: 28
Total # of error records: 1
Total # of records forwarded: 27
Total # of files rejected: 0
Total # of batches received: 11

FILES SENT TO YOUR ORGANIZATION

IWO Details: 18
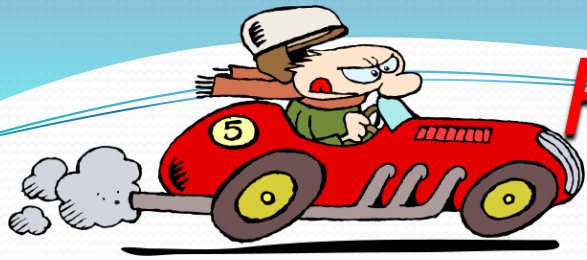**Acknowledgements: 0**
PDF Orders: 18
PDF Acknowledgements: 0
XLS Acknowledgements: 0
Error: 1
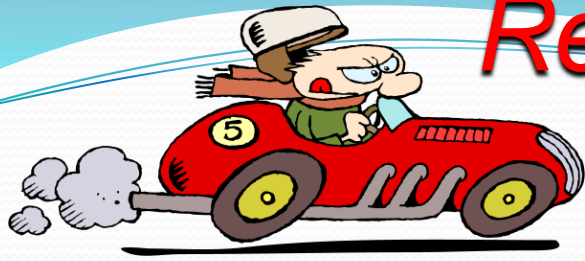**Reject: 0**

Ready, Set, Go!

Speed records will be broken with this process!

What do I need?

➢ **S**ecure **F**ile **T**ransfer **P**rotocol (SFTP) Server or

➢ FTP Server with a Virtual Private Network

➢ **We will help you get set up!**

Ready, Set, Go!

I want to do this!
How do I get started?

➢ **No cost** to the employer!
➢ Fill out Profile, FEIN Spreadsheet
➢ We establish connectivity with you
➢ Conduct a test
➢ Start receiving Acknowledgments!!

The Benefits

- Adding additional employers (for states) or states (for employers) is straightforward
- Increases collections
- Saves time, money, and resources
- Ensures uniform IWO data from all states
- Increases accuracy and reliability of data
- Acknowledgement provides timely feedback

Resources

- e-IWO documentation
  http://www.acf.hhs.gov/programs/cse/newhire/employer/eiwo/eiwo.htm

- e-IWO Workgroup
  - 33 States; 65+ employers - monthly calls
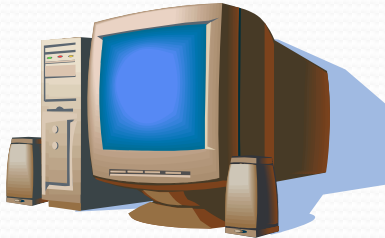
1,000,000 !!!!!

- On September 29th, 2012 the e-IWO Portal processed its 1,000,000 order!!

In Summary

DO THIS

e-IWO

NOT THAT

Questions & Answers

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